

### Terms and Services for Proposal

Decatur County is requesting a proposal for a contract that provides technology services, computer services, and maintenance of the Decatur County computer network and system (hereafter called “service providers”) with the following terms.

#### **Service Recipients**

The scope of the services under the proposal shall include and cover all county offices within the courthouse which include the following Decatur County offices:

Auditor, Assessor, Treasurer, Recorder, Area Plan Commission, Clerk of Courts, Criminal enforcement office and the child support enforcement office of the Prosecuting Attorney, Decatur County Superior Court, and Decatur County Circuit Court,

And

Services will also include and cover the Decatur County Board of Health and the Decatur County Highway Department which are located outside the courthouse. Hereafter, any reference to these Decatur County offices, whether individually or collectively, shall be called “service recipients”.

The proposal shall not include or cover any direct services to any other Decatur County office except as specifically described later.

#### **Equipment Covered by Service**

Under the proposal and during the term of the contract, the service provider shall maintain the operating functions the county’s primary computer server and its network located at the Decatur County Courthouse. The proposal shall include technology and computer services as needed by all of the above described Decatur County offices and also services to maintain the computer as back up for the computers of the Decatur County Sheriff’s Department and the Decatur County emergency response center, both located at the Decatur County Sheriff’s office.

#### **Description of Proposed Technology Service**

The service provider shall maintain the operational functioning of the Decatur County computer, the computer network and any equipment connected to that network. This includes the installation of any new or update software for any equipment connected to the network including computers, laptop computers, printers, scanners, and any other computers or hardware added to the computer network during the term of the contract in any Decatur County office described above. The proposed technology and computer service shall also include maintaining any internal servers or local networks within an office or offices covered under this contract.

### **Specific Services under the Contract**

The service provider's performance includes:

1. The installation services for any new software for any service recipient,
2. The installation of updates for any existing software of any service recipient,
3. Maintenance of internet connections for any service recipient to an outside source,
4. Continuing, 24 hour monitoring of the county's primary computer server and the operation of its network which includes monitoring the server's functioning and the immediate availability of the back-up server.

The service provider shall establish a computer service data file for and keep it on every computer of each service recipient. Any service, changes, installation of software or any other change affecting the computer's operation and also the date of such change shall be logged into the data file of that computer in a manner that can be printed. This data file should show the history of service activity and all significant events that may affect that specific computer's operation during the term of the service and in a format that can be printed.

The service provider shall designate a primary service representative who is responsible for all performance and the management of performance under this contract. Service provider shall also designate specific persons who will back up or be available in the absence of the primary service representative in an emergency.

Service provider shall meet monthly on a regularly scheduled day with the Auditor and any other affected service recipients to review and discuss problems or future changes in the county's computer system and network.

If while providing service, the service technician must leave uncompleted tasks or the problems have not been resolved, the service provider shall specifically inform the office manager about such fact before leaving the premises. The service technician will indicate the anticipated date when the problem can be resolved.

Service provider shall install and maintain the computer system anti-virus program purchased by the county.

Service provider shall organize and implement a security system for all data on the county computer system.

Service provider shall establish a written disaster recovery plan, implement it and train all person who have responsibility under that plan. This plan shall include the ability of any service recipient or all service recipients at the same time to establish or transfer its entire operations to the Decatur County emergency management center at the Decatur County Sheriff's Department where the master back up computer center is located. The plan will list all equipment that is needed at that location including printers, scanners or other needed equipment for any office to fully operate from that location for an extended period of time. The plan should anticipate the possible lost or destruction of the courthouse under guidelines established by the Indiana State

Board of Accounts.

Service provider shall connect and install any hardware connected to the network by any service recipient.

Service provider shall communicate, facilitate and maintain server connections and operations with outside vendor programs that connect to the Decatur County network or its website, such as the GIS system, or the connection of any Decatur County office to a state computer system necessary for the operation of that specific office, such as the ISETS in the prosecutor's Child Support Enforcement office, the Assessor's office connection to State Tax Board systems or the Clerk's office connection to state election computers or systems.

Service provider shall establish a collective county inventory of hardware and software held within all of the offices of the services recipients. The service provider shall suggest possible reuse or better use of hardware or better use of dormant or unused software licenses. Service provider shall establish a plan of possible standardization of hardware and software used within this county computer system and suggests ways such standardization may save in the cost in the purchasing computer software or hardware.

Service provider shall establish an annotated diagram or outline list for all hardware using the county computer system annotated with user names and the extent of administrative rights.

This diagram shall also include annotating all computer or internet outlets, both in use and not in use, on the network including the IP address for each outlet. In addition, each office holder shall be given a list of all passwords for all the computers and computer connections under the jurisdiction of that office holder. If the county office is not under the management and control of an elected person, this information shall be given to the chief executive officer or superintendent of that office.

Service provider shall establish a long term plan indicating the future changes in hardware and software that might be appropriate within the Decatur County computer system.

Service provider shall respond onsite at the Decatur County Courthouse or the Decatur County Health Department within two hours for any service request if the computer problem affects the daily operation of any service recipient during the period of time from Monday through Friday from 8:00 a.m. to 5:00 p.m. on any business day during the period of the contract.

### **Rates and charges**

The proposal shall state a fixed price or cost for providing all services described under this proposal to be paid by Decatur County monthly. If the proposal contains exceptions, then a description of the service and the cost of such exception shall be designated in the proposal on an hourly basis, billed and paid monthly.

### **Not Included under Proposal**

This computer service proposal does not include:

1. The cost for repair or replacement of hardware,
2. Purchase cost of new software,
3. Maintaining Ethernet or other connecting lines within the courthouse,

### **Service and Support Resources**

The proposal shall describe the assets and resources the service provider will have or use under the proposal to assure performance under the proposal.

### **Other Proposal Terms**

This computer service proposal shall be for a term of one (1) year beginning \_\_\_\_\_, 2011.

The proposal should be submitted for a fixed price calculated on either a monthly or annual basis. The proposal must include all of the services and listed herein, however, any proposal may include additional services priced separately or on alternative terms, however, the proposal presented must list the cost of such deviations separately.